



a place of mind

Student Housing and
Hospitality Services

FAQ

FIRST DAY FAQS

Ritsumeikan-UBC House

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It's dark in here.



Ritsumeikan-UBC House was established in 1990 as a symbol of UBC's academic partnership with Ritsumeikan University in Japan.

Room Inventory and Condition Checklist

We make every effort to ensure that your bedroom is clean and in good condition when you arrive. If your room or unit appears to need cleaning, please notify the housekeeping staff so that your concerns can be addressed in a timely manner.

If you notice deficiencies with your room or unit, such as missing or damaged items, please note these when you complete* your online Room Inventory and Condition Checklist.

Log into Student Housing and Hospitality Services Online Service Centre at: <https://secure.housing.ubc.ca>.

* within seven days after you check in.

Maintenance Requests (MR)

Non-emergency requests

If you notice that something in your room is broken or not working, please submit a maintenance request using the Online Service Centre at Student Housing and Hospitality Services website housing.ubc.ca. You may also submit your request at the Front Desk.

For MRs for other Ritsumeikan facilities: exterior doors that don't close properly, elevator that needs work, please speak with the staff at the Front Desk.

To ensure problems can be addressed promptly, please assume they have not been reported. We'd rather receive several reports about the same problem than none. We can't fix something that hasn't been reported.

Non-urgent requests may take up to two weeks to complete. Submitting requests online enables you to check the status of your maintenance request.

When submitting an online MR, please be as detailed as possible. This will assist our staff to repair the problem quickly and properly.

Thanks for your help!

Who's that knocking at my door?

There may have been a maintenance request (MR) for your room or unit submitted prior to your arrival.

Student Housing and Hospitality Services staff may enter your unit during the course of your stay at Ritsumeikan in order to complete repairs. They will always knock before entering, and will usually leave a note on your doorknob indicating that they have entered your unit to complete repairs. This way you'll always know when a staff member has been in your unit.

If you wish to know the status of any outstanding MRs for your room or unit, please check the Online Service Centre or ask the staff at the Front Desk or the Building Services Manager in the housekeeping office.

Doors and Locks

Please familiarize yourself with your door lock mechanism. Some doors automatically close and lock, others have the ability to be set to "unlocked."

It is your responsibility to ensure your door is locked and that you have your keys with you everytime you leave your room. Of course you may find yourself locked out once or twice (see below), but our expectation is that you will make the effort to minimize the need for emergency keys.

Help! I'm locked out!

You can sign out a temporary emergency key at the Front Desk. (If the Front Desk is closed, you may have to wait to borrow a key.)

If you have lost your keys, replacements will cost \$92 for each key, \$5 for a Vingcard and \$5 for a mailbox key.

Please keep your keys safe and with you at all times.

If you are going out for a run, to the gym, et cetera, you are welcome to leave your keys at the Front Desk and collect them upon your return.

Doing laundry.

Laundry rooms are on the second floor. The laundry machines operate using a laundry card. These are declining balance cards which eliminate the need to find or save quarters to do your laundry.

You may purchase your card at a cost of \$5/card from the reload centre in the Commonsblock. Please note, you may purchase the card with cash only, but you can add value to the card using cash in denominations of \$5, \$10 or \$20, or your credit card or ATM card in increments of \$10, \$20 or \$50.

Please keep your card in a secure place. Should it be misplaced, lost or stolen, you will be responsible

for replacing it at your expense. Replacement cards can be purchased from the card reload centre in the Commonsblock.

See the Front Desk staff for help with refund requests and defective cards.

Cost for wash and dry.

The current rate for a single wash is \$1.20. A dry costs 60¢ for the first 30 minutes and 35¢ for each 15-minute increment. Dryers can be topped up to finish off a load by adding 15 minutes of drying time, instead of paying for another full cycle. Additional 15-minute increments must be added before the dryer completes the cycle and shuts off.

Receiving mail.

Your mailing address, which includes your mail box number, is on the front of your check-in package. Please be sure to also use this address as the return address on all of your correspondence.

Please advise UBC Student Services (Enrolment Services) of your new address online at students.ubc.ca/ssc. This will ensure that your mail from UBC will reach you in the most expeditious manner.

Mail that has your name only, but not your mail box number will be delivered to you, but it may slow the process.

Mail that has your box number only but not your name **will be returned to the sender** as we are unable to determine whether it is your mail or mail for the previous occupant.

Mail addressed to your box with another's name on it **will be returned to sender**. If you wish to

accept mail for another person, it must be addressed "care of" your name.

We will always do our best to get your mail to you promptly. But, if you are sent mail with your name misspelled or illegible, it is possible that the item may be returned to sender as we are unable to identify the recipient. (Another reason why it is important to include your mailbox number in the address: it can help us identify mystery items!)

The mail is delivered by Campus Mail Services to the Front Desk each weekday. Most days the mail will be delivered to your mailbox by 3 pm.

If you receive a package larger than the mailbox or a registered letter, a tag will be placed in your box. To claim items please bring the tag to the Front Desk. ID will be required to claim items and parcels.

Sending mail.

Off campus

A red Canada Post mailbox is near the south entrance to the Totem Park Commonsblock, by the metered parking. Postage stamps and envelopes are available at the Canada Post outlet in the Student Union Building (SUB).

On campus

If you have mail to send to an on-campus address, you can drop it off at the Front Desk and we will put it in campus mail.

Storage

So you have now unpacked and are wondering what to do with all the empty boxes that you want to keep. Or perhaps you're only half unpacked but have run out of space to put anything!

There are no storage lockers in Ritsumeikan-UBC House, but limited storage is available at Totem Park. Lockers are available on a first-come-first-served basis. The rental fee is \$15 per month. Please see the staff at the Front Desk to rent a locker.

The University does not recommend that any items of value be stored in the lockers. The University of British Columbia does not assume responsibility for the loss, damage or theft of articles stored in lockers regardless of how such loss, theft or damage occurs.

Don't be left out in the cold.

To adjust the heat in your unit, **use the wall-mounted thermostat control only.**

Do not adjust the balancing valve on your bedroom heater. This valve must remain at a specific setting in order for all the heaters in your unit to work. Tampering with it may result in no heat at all getting to your roommate's room.

It's dark in here.

If light bulbs in your unit are not working when you move in, please bring your burnt-out bulbs to the Totem Park Front Desk to exchange them for new ones. If you cannot reach burnt out lights, please submit an online MR to have the bulb changed.